Example 1 – Market News Reporter GS-1147-9

Duties and Responsibilities:

The Market News Reporter is stationed in a Livestock and Grain Market News field office. The reporter furnishes livestock and grain producers, buyers, and other interested members of the trade, as well as the consuming public, with a wide range of timely, accurate, and impartial information on supply, demand, movement, distribution, prices and price trends, and other related economic factors on which market decisions can be based, thereby facilitating the orderly production, distribution, and consumption of livestock, grain, and related products.

Among incumbent's critical performance elements is the following:

Communication and Customer Service (critical)

Fully Successful Level: (revisions in bold)

Meets and deals with others and performs all duties in a manner that consistently contributes to a work environment that is free from discrimination in accordance with Agency Equal Opportunity and Civil Rights policies. Communicates program purpose and activities to a diverse group of customers in a manner which ensures equal access to programs and information. Consistently demonstrates fairness, cooperation, and respect toward co-workers, office visitors and others in the performance of official business. Written and oral communications and interpersonal relations contribute to a productive and non-discriminatory work environment. Regularly meets Branch customer service standards.

(Note: This Market News Reporter and supervisor agreed that an "exceeds" rating could be achieved if incumbent provides resolution of complaints from Korean customers who needed assistance from time to time in understanding the written language.)

Example 2 – Information Technology Specialist GS-2210-12

Duties and responsibilities:

Position is located in E-Business Branch at agency headquarters in Washington, D.C. Serves as a Web Specialist responsible for managing technical support for problems related to Web site(s), including management of user domains and site security.

Among incumbent's critical performance elements is the following:

Works effectively as a team member (critical)

Understands the role of teamwork and common knowledge base and applies these principles to daily work to ensure that customers receive consistent, quality service.

Fully Successful Level: (revisions in bold)

Willingly participates in group activities, interacting in a productive and open fashion, keeps team members informed of key developments, and seeks team consensus in decision-making activities. Provides encouragement, guidance, and direction to team members as needed and supports team initiatives and demonstrates respect for team members, accepts views of others, and actively supports team activities and decisions.

Willing to give support by participating in group activities interacting in a manner that exhibits sensitivity to diversity, cooperation, respect, fairness and conscientious actions. Receptive to new ideas and open to compromise in areas of differences. Further demonstrates care by keeping members/customers informed of key developments.

(Note: The supervisor and employee agreed that an "exceeds" rating could be achieved by the individual reflecting a high degree of independence, team spirit, cohesion and technical competence by rarely needing management intervention)

Example 3 - Marketing Specialist GS-1146-11

Duties and Responsibilities:

Handles complex contractual disputes involved in reparation complaints of more than average difficulty through correspondence or personal contact with the parties involved. Gathers pertinent data and information pertaining to the complaint; conducts investigations as required; and prepares detailed analyses of results and findings.

Among incumbent's critical performance elements is the following:

Working Relationships and Communications (critical)

Conveys information in a clear and concise manner. All written work such as letters and internal memoranda are consistently organized, comprehensive, and technically accurate. Demonstrates effective oral communication skills when dealing with the Branch's customers. Always provides concise and accurate information in response to phone inquiries received from industry members regarding all types of license, complaint and trust matters. Maintains positive working relationships with personnel from within the Agency, the industry, and other State and Federal agencies to attain work objectives.

Fully Successful Level (revisions in bold)

All communications are expressed in a manner that demonstrates tact, respect, cooperation, fairness and lack of discrimination toward co-workers as well as customers. Consistently performs assigned activities in accordance with appropriate regulations, directives, and established procedures. Interaction with others consistently contributes towards a work environment and service delivery that is productive and free from discrimination. Regularly meets standards set by the supervisor or those normally expected of the position.

(Note: Because this employee's regional office served a large Spanish-speaking population, the employee and supervisor mutually agreed that an "exceeds" rating could be achieved by achieving fluency in Spanish so that the employee could communicate more effectively with all the customers she served.)

Example 4 - Agricultural Commodity Grader GS-1980-08

Duties and Responsibilities:

Performs a variety of grading or inspection activities on agricultural products and processing operations with regards to grading, application of official standards, certification, and process verification. Duties include: examining products to determine conformance with official standards or contract specifications, applying official standards to determine the grade of agricultural products, preparing and issuing certificates, monitoring processing operations to ensure compliance with operating procedures, and preparing and maintaining a variety of reports and related records.

Among incumbent's critical performance elements is the following:

Maintains Effective Relations with Industry and Others (critical)

Assigned activities include: working closely with recipients of services provided, other government agencies, fellow employees, and international commodity representatives.

Fully Successful Level – (revisions in bold)

Notifies plant management whenever product or operations fail to meet established requirements and resolves conflict situations without supervisor's intervention. Advises supervisor and pertinent graders/inspectors of critical work-related issues at earliest opportunity. Interpersonal behavior toward management and others promotes attainment of work objectives and poses no significant problems. Works with others and shows an understanding of the importance and the need for treatment of the parties involved that is free from prohibited discrimination. Performs all duties in a manner that consistently demonstrates fairness, cooperation, and respect toward co-workers, office visitors, and all others in the performance of official business.

(Note: The commodity grader and the supervisor agree that the incumbent's clients are primarily of a different culture and speak a language other than English. An "exceeds" rating could be achieved by attending classes to learn the language of those being serviced in order to demonstrate the importance of cooperation and respect for others from different cultures.)

Example 5 – Secretary/Office Automation Clerk GS-318-05

Duties and Responsibilities:

Performs a variety of duties in support of operations at a regional headquarters in Minnesota. Duties include: word processing and typing for one or more office personnel, filing documents, scheduling appointments, arranging and facilitating meetings, receiving and making phone calls, meeting and greeting office visitors, and responding to internal and external inquiries for information.

Among incumbent's critical performance elements is the following:

Receives Calls and Visitors (critical)

Assigned activities include: receiving and placing telephone calls, arranging conference calls, referring messages (or responding to requests for information), receiving and directing visitors.

Fully Successful Level: (revisions in bold)

Meets and deals with others and performs office responsibilities in a manner that consistently contributes to a work environment that is free from discrimination and that respects all internal and external customers (including co-workers and visitors or callers). Consistently performs all assigned duties and activities in accordance with established procedures and telephone techniques. Utilizes courteous and polite telephone language, and refers calls and takes messages correctly and efficiently. Displays a helpful attitude to all internal and external customers. Regularly meets quality standards set by supervisor or those normally expected of the position.

(Note: Prior to addition of new language, this element had not been a critical one. The supervisor and the employee decided, however, that this would be the most logical place to put the language because it was the only element dealing both with internal and external customers.

Also they agreed that, because English is often a second language for the incumbent's clients, an "exceeds" rating could be achieved by compiling and utilizing a list of employees with fluency in other languages who would be willing to translate for clients as the need arose.)